United States Army Recruiting Command MilitaryINSTALLATIONS Content Manual

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Contents

Introduction

The USAREC population has challenges that are different from service members and families stationed on large military installations worldwide. Due to the differences, USAREC has developed a unique content manual for providing necessary information to USAREC families through MilitaryINSTALLATIONS (MI). The MI database is used to populate the Plan My Move (PMM) application.

Defense Installation Messaging System (DIMS)

Defense Installation Management System (DIMS) is the system that installation personnel use to send content to the editorial team. All requests for updates must be sent through DIMS. To establish a DIMS account, visit https://apps.militaryonesource.mil/dims and follow the directions for *Requesting Access.* The account is established using your Common Access Card (CAC) and only needs to be established once.

Once signed into DIMS the Guides and Manuals are available at the top of all screens. It is recommended that you download the DIMS Users Guide and the USAREC Content Manual and thoroughly read before you begin working.

The DIMS help desk for technical assistance is available at 1.888.363.6431 (1.888.DoD.MHF1) or via email.

Content Guidance

Article – Installation Overview

The USAREC Battalion Soldier and Family Assistance (SFA) Program Managers are responsible for providing one Installation Overview article, contacts, major unit listings (list the companies here) and at least one photo as appropriate. There is one Installation Overview for each USAREC. The following table outlines the heading topics and associated content for the Installation Overview Article as applicable:

Topic	Topic Content
General Introduction Statement	Will appear on every USAREC file as the introduction and has been provided by USAREQ HQ. This content can only be edited by USAREC HQ. *(Listed below the table for reference)*
Location	Use the following statement: Brigade ___ includes what states and areas; and population served in this area • Provide link to Brigade or USAREC Homepage

Child Care	Give some helpful information about child care in your location
Emergency Assistance	List available emergency assistance and referrals such as American Red Cross, MOS and medical emergency information (911 and Military Treatment Facility)
Family Center Assistance	List programs and services if available
Financial Assistance	Write about the programs available at your location • Include internet links (if these are anything other than a dot gov or dot mil, they will have to be vetted by OSD for approval).
Housing	Family Housing • Availability – number and size of quarters, waiting times • Eligibility -- waiting times, priority and special needs issues • Application Procedures – include installation web site and whether applications are taken in advance • Other Options – mobile home parks, government-owned or leased housing in the local community, housing privatization initiatives. Single Service Member Housing • Availability – barracks and dormitory • Eligibility – enlisted and officer • Application Procedures – include installation web sites and whether applications are taken in advance.
Household Goods	List contact information

Shipping Pets	Boarding • Emphasize the need for the transferee to make pet boarding arrangements prior to arrival at their destination. Transportation • If pet/s is/ are to travel by air, mention restrictions/limits and special procedures in regards to size/weight of animal, procedures usually involved; state required documents. • Consider mentioning travel restrictions for pets during inclement weather or certain seasons. Quarantines • Briefly explain location-specific state quarantine laws/regulations, on and off the installation. Vaccinations, Licensing, and Registration • Briefly explain location state-specific licensing/registration and leash laws, on and off the installation.
Legal Assistance	List contact information
Motor Vehicle Registration	Location Specific Information: • If there are any vehicle requirements for your location such as decals, parking, other restrictions, write about them here • If you have other regulations such as building passes, write about them here
Medical Services	Provide link to TRICARE, TRICARE Prime Remote (TPR), or civilian facilities
Relocation Assistance	Mention Newcomer's briefings, loan closet, Plan My Move and Military OneSource • Include your phone number
Reporting Procedures	Reporting procedures for battalion (include the telephone number commercial and DSN number)

Schools	Give a broad overview of the educational system (DoD Schools, public, private and alternative (home schooling) in the local area covering the following information:
	• Number of schools (e.g. 3 high schools, etc. (do not list the schools) (Put in links to local school districts. Do not include links to every school.)
	   o Bus service
	   o Meals
	   o Before and after school programs
	   o School Sports programs available
	   o Exceptional children programs

Sponsorship	Units S-1s function: • Describe how someone goes about finding a sponsor • Provide arrival information • Indicate if sponsors meet new personnel and reference reporting procedures • Indicate what should happen with mail enroute
Critical Information	Recommended including deployment, and global repositioning information; money matters (such as currency needs); housing issues; any problems with childcare; a specific new law or regulation regarding things such as dangerous dogs; etc.

Tips for Writing the Installation Overview:

- Use civilian time
- Use complete phone numbers including area codes
- Write out acronym when using it for the first time
- Use bullets and lists as much as possible
- No email links in articles

Please Note: Installation Overview articles are to be submitted as a complete Microsoft Word file attachment to your DIMS message. All edits after the initial submission should be indicated using the track changes feature in within the Microsoft Word document.

General Introduction Statement

(For Informational Purposes this statement will be included in EVERY file and can only be edited by USAREC HQ)

The United States Army Recruiting Command (USAREC) and its Soldiers, Families, Civilians, and Contractors are the Army's trusted Ambassadors to the American people, as we "*Provide the Strength"* from the 1,600 plus recruiting stations nationwide and overseas.

Recruiting is one of the most critical jobs in the Army and it's an extremely important mission. USAREC is a geographically dispersed unit, located throughout the 48 continental states, Hawaii, Alaska, US Virgin Islands, Puerto Rico, Europe, Guam, Saipan, Japan, and Korea.

Due to the geographical dispersement of the units within USAREC, Soldiers and Family members may find themselves living many miles from a military installation. For some, transitioning into a "civilian" community environment can be difficult.

USAREC stands proud knowing we have Soldiers and Families like you who are up for a challenge. Ensuring the quality of life for our Soldiers, Families, Civilians, and Contractors is as important as the annual mission. Taking care of each other only makes us stronger. As a team --- with Soldiers, Families, Civilians, and Contractors hand-in-hand --- we will strive daily to achieve success. We pledge to give you all we have to ensure your time in USAREC is nothing short of rewarding.

Contacts

There are 40 contact directory listing **options** per location. A contact should be provided for each directory applicable to your location and families. Not all locations will have all contacts. At a minimum a contact for the Location must be provided. All contacts must be complete with information that applies.

- Physical street address
- Telephone commercial and DSN, if applicable
- Fax commercial and DSN, if applicable
- Email (names will not appear to the public)
- Website
- Hours of Operation

Directories for Contacts

The following are the Contact Directories for each USAREC Location. A full contact should be supplied for each directory **if applicable**.

1. Adult Education Centers
2. Automotive Services: Installation Gas Station
3. Barracks/Single Service Member Housing
4. Beauty/Barber Shop
5. Beneficiary Counseling Assistance Coordinators
6. Casualty Assistance Officer
7. Chapels: Brigade Chaplain
8. Child Development Centers: Military Child Care in your Neighborhood (NACCRAA)
9. Child and Youth Registration and Referral
10. Citizenship and Immigration Services
11. Civilian Personnel Office
12. Commissary/Shoppette
13. Dental Clinics
14. Deployment/Mobilization
15. DoD Schools
16. Educational and Developmental Intervention Services EDIS (only available if there are DoD Schools)
17. Emergency Assistance
18. Emergency Relief Services
19. Exceptional Family Member Program Enrollment: SFAPM
20. Exchange(s)
21. Family Advocacy Program: SFAPM
22. Family Center: SFAPM
23. Family Child Care/Child Development Homes
24. Financial Institutions: Federal Credit Unions
25. Finance Office
26. Golf Courses
27. Gymnasiums/Fitness Centers
28. Hospital/Military Treatment Facility(s): SFAPM
29. Housing Office/Government Housing: S-4/Facilities Management at Battalion
30. Household Goods/Transportation Office
31. ID/CAC Card Processing: Put in installation information and include DEERS link as website
32. Information and Referral Services: SFAPM
33. Law Enforcement
34. Legal Services/JA: Contact Brigade JAG
35. Loan Closet: Company Headquarters Information
36. Location: Physical location of the BN office, your phone, fax, email and USAREC websites
37. Personnel Support Office : S-1 Contact
38. Relocation Assistance Program: SFAPM
39. Transition Assistance Program
40. Victim Advocate Services: SFAP

Photos

Images or pictures must meet the following specifications:

- <u>Format</u>: JPEG/JPG (preferred) or GIF files only.
- <u>File Size</u>: No larger than 100KB per image
- <u>Maximum Image Size</u>: 640x480 pixels (total pixel size no larger than 307,200 pixels). If you have trouble resizing photos contact the Help Desk for assistance.
- <u>Scanned Photo dpi</u>: If you are scanning printed photos, scan them at 300dpi. Use
  - 4x5 or 4x6 photos for best results.
- <u>Submit your photo title and caption or description along with your image in the message field</u>. Limit the caption or description to one sentence.

Please Note: PDF, Adobe, Word and PowerPoint documents cannot be uploaded as photos.

Major Unit Listings

Major unit listings are displayed separately in PMM on the Location Overview page. DIMS must be used (see below) to make changes to the major unit listings for your location. The SFAs are responsible for providing this information. For USAREC, the Major Unit Listings will be the Companies under the Battalion.

All Major Units must include a commercial phone number; commercial fax number, a DSN phone number, and a DSN fax number (if applicable). No addresses, descriptions or names of individuals will be included in the Major Units. You may include a website for the major unit listing. When submitting changes your Major Units should be set-up like the example below:

- The name of the major unit
- A contact position if applicable, e.g. Commander
- The phone numbers: commercial and DSN
  - COM: xxx-xxx-xxxx
  - DSN: xxx-xxx-xxxx
  - COM FAX: xxx-xxx-xxxx
  - DSN FAX: xxx-xxx-xxxx
- A website for the unit, if available

Changes must be submitted through DIMS. As with all changes, please highlight the changes that you are making to the current text and/or phone number. Please do not include descriptions, addresses or email addresses as there is no room in the content management system to accommodate this information and it will not display.

Summary

USAREC HQ will provide:

- A list of additional resources by topic
- Coordinate and approve standard text (General Introduction Statement) for the Installation Overview article
- Develop a plan for new topics as they are added

USAREC Battalion Soldier and Family Assistance (SFA) Program Managers:

- Apply for DIMS account
- Provide text of article (topics)
- Provide complete contact information
- Provide complete major unit listings (Company) information
- Provide photos (at least one per location)
- Review all information at least quarterly
- Certify content quarterly
- Provide all updates to keep information current as needed